

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 8: Parent Locate	Effective Date: 08/09/19
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BACKGROUND

Under the Title IV-D program, “locate” means searching for and obtaining information on the physical whereabouts of case participants living in different states to establish parentage, as well as to establish, modify, and enforce child support orders.¹ Locate efforts can be automatic or manual.

Federal regulations require Title IV-D agencies to maintain a State Parent Locator Service (SPLS) to provide locate information for authorized purposes.² The SPLS accesses automated data matches with the Federal Parent Locator Service (FPLS) and other relevant sources of information and records available within the state, as well as from other states when appropriate.³

DEFINITIONS

1. **“Federal Case Registry (FCR)”** is a national database implemented on October 1, 1998 that contains basic participant data and child support case information from each of the State Case Registries, including all Title IV-D and non-Title IV-D child support orders established or modified on or after October 1, 1998.⁴ The FCR also assists Title IV-D child support offices in locating case participants living in different states to establish, modify, and enforce child support orders.⁵
2. **“Federal Parent Locator Service (FPLS)”** is an assembly of systems operated by the Office of Child Support Enforcement (OCSE) that assists Title IV-D child support offices in locating case participants living in different states to establish parentage, as well as to establish, modify, and enforce child support orders.⁶ Some of the databases included in the FPLS are the FCR and the National Directory of New Hires.⁷
3. **“State Parent Locator Service (SPLS)”** is operated at the state level by Title IV-D agencies and is part of individual states’ statewide child support systems. The SPLS accesses a variety of automated data matches with the FPLS and other state and private sources.⁸ The SPLS consists of multiple systems and interfaces with states’

¹ 42 U.S.C. § 653(a)(2)

² 45 C.F.R. § 302.35(a)

³ 45 C.F.R. § 302.35(a)(1)

⁴ 45 C.F.R. § 307.11(f)(1); 42 U.S.C. § 654a(f)

⁵ OCSE: Federal Case Registry Overview

⁶ 42 U.S.C. § 653(a)(2); OCSE: Federal Parent Locator Service: Information for Families

⁷ OCSE: Federal Parent Locator Service: Information for Families

⁸ NCSL Child Support 101.2: Locating a Noncustodial Parent

statewide child support systems that may include each states' State Directory of New Hires, State Case Registry, and State Disbursement Unit.⁹

POLICY

The Indiana Child Support Bureau (CSB) operates Indiana's SPLS and receives and transmits information to the FPLS.¹⁰ The SPLS shall make all necessary locate requests to the FPLS and may also request locate information and assistance from the parent locator services of other Title IV-D agencies.¹¹

The SPLS shall only accept requests for locate information from the following authorized persons:

1. An agent or attorney of a state or tribal Title IV-D program who has the duty or authority under the Title IV-D program to collect amounts owed for child or spousal support;
2. The court having authority to issue, or initiate the issuing of, an order for child support;
3. A state agency administering a program under Title IV-B, subparts 1 or 2, or Title IV-E; and
4. An entity designated as a Central Authority for child support in a foreign country.¹²

The Title IV-D Prosecutor is authorized to request locate information on a non-custodial parent in a Title IV-D case.¹³ Requests for locate information must be for the purpose of:

1. Establishing parentage;
2. Establishing, setting the amount of, modifying, or enforcing child support obligations; or
3. Determining who has or may have parental rights with respect to a child.¹⁴

Within 75 calendar days of determining that locate is necessary, the Title IV-D Prosecutor shall access all appropriate locate sources and ensure that locate information is sufficient to take the next appropriate action in a case.¹⁵ If initial locate attempts are unsuccessful, the Title IV-D Prosecutor must repeat locate attempts no less frequently than on a quarterly basis, provided that adequate identifying information for the non-custodial parent (e.g., date of birth, Social Security number) exists that meets the locate submission requirements.¹⁶ If new information is received to assist in the location of the non-custodial parent, the Title IV-D Prosecutor must immediately attempt to verify the new information in order to proceed with the next appropriate action in the case.¹⁷

Federal regulations prohibit the CSB and the Title IV-D Prosecutor from disclosing any confidential information obtained through the SPLS or FPLS, except to the extent necessary to fulfill a statutory duty.¹⁸ Upon request from an authorized person, as defined by federal regulations, the IV-D agency may disclose confidential information for an authorized purpose.¹⁹ This information is highly confidential and the confidentiality of this information must

⁹ NCSL Child Support 101.2: Locating a Noncustodial Parent

¹⁰ IC 31-25-3-2(a)

¹¹ IC 31-25-3-2(a); IC 31-25-3-2(c)

¹² IC 31-25-3-2(b); 45 C.F.R. § 302.35, 42 U.S.C. § 653(c)

¹³ IC 31-25-3-2(b); 45 C.F.R. § 302.35(c)(1)

¹⁴ 45 C.F.R. § 303.70(e)(1)(i)

¹⁵ 45 C.F.R. § 303.3(b)(3)

¹⁶ 45 C.F.R. § 303.3(b)(5)

¹⁷ 45 C.F.R. § 303.3(b)(5)

¹⁸ IC 31-25-4-21(b)

¹⁹ OCSE: Final Rule: State Parent Locator Service; Safeguarding Child Support Information

be safeguarded and maintained at all times. (See Chapter 18: Confidentiality and Security for more information.)

REFERENCES

- [IC 31-25-3-2](#): Duties of bureau; access to information
- [IC 31-25-4-21](#): Confidential information; safeguards; necessary disclosures
- [42 U.S.C. § 653](#): Federal Parent Locator Service
- [42 U.S.C. § 654a](#): Automated data processing
- [45 C.F.R. § 302.35](#): State parent locator service.
- [45 C.F.R. § 303.3](#): Location of noncustodial parents in IV-D cases.
- [45 C.F.R. § 303.70](#): Procedures for submissions to the State Parent Locator Service (State PLS) or the Federal Parent Locator Service (Federal PLS).
- [45 C.F.R. § 307.11](#): Functional requirements for computerized support enforcement systems in operation by October 1, 2000.
- [OCSE: Federal Case Registry Overview](#)
- [OCSE: Federal Parent Locator Service: Information for Families](#)
- [OCSE: Final Rule: State Parent Locator Service; Safeguarding Child Support Information](#)
- [NCSL Child Support 101.2: Locating a Noncustodial Parent](#)

PROCEDURE

For all cases opened upon application or referral for Title IV-D services, the Title IV-D program must attempt to locate all non-custodial parents and/or their sources of income and/or assets utilizing all appropriate locate resources within 75 days of determining that locate is needed to take necessary action.²⁰

If locate is necessary and the non-custodial parent's name and Social Security number or date of birth are known, the Title IV-D Prosecutor shall initiate locate efforts in one of the following ways:

- a. Utilize locate tools available to the Title IV-D Prosecutor;
- b. Refer the case to SPLS for automated locate services; or
- c. Simultaneously refer the case to SPLS for locate services while attempting to locate the non-custodial parent utilizing the Title IV-D Prosecutor's locate resources.

1. Locate and the Title IV-D Prosecutor

The Title IV-D Prosecutor must initiate locate efforts within the required federal time frames. If locate is necessary, the Title IV-D Prosecutor must repeat locate attempts no less frequently than on a quarterly basis as long as adequate identifying information exists (e.g., date of birth, Social Security number) that meets the locate submission requirements.²¹ If new information is received to assist in the location of the non-custodial parent, the Title IV-D Prosecutor must immediately attempt to verify the new information in order to proceed with the next appropriate action in the case.²²

²⁰ 45 C.F.R. § 303.3 (b)

²¹ 45 C.F.R. §303.3(b)(5)

²² 45 C.F.R. § 303.3(b)(5)

The Title IV-D Prosecutor must use appropriate locate resources that include, but are not limited to:

- a. The FPLS State Services Portal;
- b. The United States Postal Service (USPS);
- c. The non-custodial parent's current or past employer(s);
- d. Financial institutions;
- e. Public assistance and/or social service programs;
- f. Correctional facilities (local, state, or federal);
- g. Criminal records;
- h. The Bureau of Motor Vehicles; and
- i. Interstate locate networks and/or Title IV-D agencies.²³

If known, the Title IV-D Prosecutor is strongly encouraged to update the statewide child support system with the following demographic and/or supplemental information on the non-custodial parent to assist with locate efforts:

- a. The names of the non-custodial parent's father and mother, as well as his/her mother's maiden name;
- b. If known, the non-custodial parent's eye and hair color, height and weight, and identifiable marks or characteristics (e.g., glasses, tattoos);
- c. The make, model, and year of the non-custodial parent's motor vehicle; and/or
- d. The approximate age of the non-custodial parent if the date of birth is unknown.

If a non-custodial parent is successfully located, the address and/or employer information, as well as the verification source and date, should be entered by the Title IV-D Prosecutor into the statewide child support system.

2. Locate and SPLS

If the Title IV-D Prosecutor's locate efforts are unsuccessful in yielding a verified address for the non-custodial parent, the case should be referred to CSB's SPLS. Before the Title IV-D Prosecutor refers a case to the SPLS, the non-custodial parent's name and Social Security Number or name and date of birth must be entered on the statewide child support system. (A case cannot be referred to SPLS if the non-custodial parent's Social Security and date of birth are unknown or are not entered on the statewide child support system.)

SPLS utilizes additional locate resources the Title IV-D Prosecutors may not have access to, such as the Department of Workforce Development (DWD), Accurint, iDOC, and the Social Security Death Index and Obituaries. Furthermore, SPLS utilizes the FPLS and all relevant sources of information and records available in the state, and in other states when appropriate, to research and verify locate information on the non-custodial parent.²⁴

Personal data in the Federal Case Registry (FCR), which is contained in the FPLS, is matched against data from various federal agencies in an attempt to locate non-

²³ 45 C.F.R. §303.3(b)(1)

²⁴ 45 C.F.R. § 302.35 (a)(1)

custodial parents and/or their assets for the purpose of establishing or enforcing a child support order.²⁵ Some of the federal agencies from which data is matched include:

- a. National Directory of New Hires (NDNH);
- b. Social Security Administration (SSA);
- c. Department of Veterans Affairs (VA);
- d. Department of Defense (DoD);
- e. Federal Bureau of Investigations (FBI);
- f. National Security Agency (NSA);
- g. Internal Revenue Service (IRS); and
- h. Annual Wage Reporting (AWR).²⁶

(Please note that locate information obtained from sources coded in the statewide child support system as IRS or IRS/AWR must be verified through a second source.)

Upon receipt, the SPLS provides the following locate information within the statewide child support system:

- a. Parent's full name;
- b. Parent's Social Security number(s);
- c. Parent's date of birth;
- d. Address of the parent's residence;
- e. Name and address of the parent's employer(s);
- f. Employer identification number;
- g. Name and address of any financial institution maintaining an account for the parent;
- h. Wages, or other income from, and benefits of, employment; and
- i. Asset or debt information.²⁷

Cases referred by the Title IV-D Prosecutor to SPLS will be referred back to the responsible worker after location of the parent is completed. The statewide child support system will notify the Title IV-D Prosecutor via a worklist item.

As long as there is an open Title IV-D case on the statewide child support system, the Title IV-D Prosecutor must continue locate attempts no less frequently than quarterly, or immediately upon receipt of new information which may assist in locating the non-custodial parent, whichever occurs sooner.²⁸ However, the case may meet the criteria for case closure if certain conditions exist. Please refer to Chapter 17: Case Closure for additional information.

3. Intergovernmental Cases

Procedures for locate efforts when Indiana is the initiating state do not differ from the procedures outlined in this Chapter. However, federal law determines procedures specific to locate when Indiana is the responding state.

For information on Intergovernmental locate procedures (either sending requests to, or responding to locate requests from, foreign jurisdictions and Indian nations and tribes, please refer to Chapter 16: Intergovernmental Case Processing, Section 7: Initiating an

²⁵ OCSE: Federal Case Registry Overview

²⁶ OCSE: Federal Case Registry Overview

²⁷ IC 31-25-3-2; 45 C.F.R. § 302.35(d)(1)

²⁸ 45 C.F.R. §303.3(b)(5)

Action Under UIFSA and Chapter 16: Intergovernmental Case Processing, Section 8:
Responding to an Action Under UIFSA.

FORMS AND TOOLS

1. [Child Support Locate Request Form](#)
2. [FCR and Locate Menu: 01 Proactive Data Match](#)
3. [FCR and Locate Menu: 02 National Direct New Hire Response Data](#)
4. [FCR and Locate Menu: 08 Financial Institution Data Match](#)
5. [FCR and Locate Menu: 12 Federal Case Registry Locate Response](#)
6. [FCR and Locate Menu: 15 FCR SVES Benefit Information](#)
7. [FCR and Locate Menu: 16 SVES Prisoner Information](#)
8. [FPLS State Services Portal](#)
9. [FPLS State Services Portal: Federal Case Registry and Using the Portal](#)
10. [Referring Cases to the State Parent Locate Service Unit \(SPLS\)](#)
11. [Quick Locate in Other States through CSENet](#)

FREQUENTLY ASKED QUESTIONS

N/A

RELATED INFORMATION

1. Chapter 16: Intergovernmental Case Processing, Section 4: Indiana Central Registry Unit (ICRU)
2. [Chapter 17: Case Closure, Section 5: Unable to Locate Non-Custodial Parent after Six \(6\) Months when Date of Birth and Social Security Number Are Unknown \(CNIN\)](#)
3. [Chapter 17: Case Closure, Section 7: Unable to Locate Non-Custodial Parent after One \(1\) Year when Social Security Number Cannot Be Verified by Automated Sources \(CNSS\)](#)
4. [Chapter 17: Case Closure, Section 9: Unable to Locate Non-Custodial Parent after Two \(2\) Years Where Sufficient Identifying Information is Unknown \(CULO\)](#)
5. [Chapter 17: Case Closure, Section 10: Unable to Locate Custodial Party \(CUNC\)](#)
6. [Chapter 18: Confidentiality and Security, Section 4: Disclosure of Confidential Information](#)
7. [Chapter 20: Other Child Support Related Topics, Section 1: Federal Case Registry, State Case Registry, and the Family Violence Indicator](#)